State of Connecticut
Department of Information Technology

Testimony before the Committee on Program Review and Investigations

October 6, 2010

Honorable Co-Chairs Senator Kissell, and Representative Mushinsky, my name is Richard R. Bailey. I serve as Deputy Chief Information Officer for the Department of Information Technology (DOIT).

I am pleased to testify today on the 2010 study entitled "Assessment of Connecticut's Implementation of E-Government."

We have reviewed the Committee report, and would like to commend the committee's staff for their professional and thorough approach to this effort, which does an excellent job depicting the issues regarding Connecticut's e-government environment.

Since FY 2005, the state's digital footprint has grown. More state business than ever is being conducted online, and web-enablement of applications is now standard practice as agencies upgrade and modernize applications.

Considerable progress has been made under the leadership of Governor M. Jodi Rell, who has encouraged the expansion of government-related services to the internet wherever and whenever feasible to improve services to taxpayers.

A growing portfolio of online services and resources, of immediate applicability and use by citizens, continues to be deployed.

DOIT provides central, "utility-type" services, such as email, application hosting, and a content management system for agencies. We also provide shared services, and encourage agencies to share platforms that leverage existing resources.

DOIT does not fund or develop agency applications, but has put in place a significant new framework through which they can advance, including a system development methodology (SDM), issued in 2008, and updated IT architecture, standards and best practices, issued in 2010.

While the state's IT staffing and funding remain decentralized, DOIT has made full use of its central position, bringing agencies together in new partnerships to leverage existing funds and advance shared services.

Over the past few years, we have seen a new pragmatism emerge, with agencies embracing more shared resources and services, expanding beyond email and other

common "utility-type" solutions to those that address business functionality, such as e-licensing and training administration.

An enterprise e-licensing system foundation was put in place in 2009, when DOIT brought two major licensing agencies - the Department of Public Health and the Department of Consumer Protection - onto the same e-licensing system/platform and system, reducing costs for both agencies.

In March 2010 the Office of Policy and Management provided DOIT with $714,884 in e-licensing funding, which enabled us to bring three additional agencies - the Department of Public Safety, the Division of Special Revenue, and the Department of Agriculture - to the enterprise e-licensing system.

This year, DOIT also leveraged resources across five agencies to build an infrastructure for an enterprise document management system, which is a key part of e-government efforts, securing favorable enterprise licensing rates, and financing construction of a shared buildout.

DOIT has used our central role to identify opportunities in the agencies, and encourage the use of shared e-government solutions, such as an online payment solution. We believe the State is well positioned for additional progress, with SDM, with statewide architecture and standards, and best practices, serving as a framework.

The SDM contains inherent disciplines that strengthen IT solutions, due to the rigorous business requirements definition process and other key components.

It requires more up front analysis to save time and money later in the development process, forcing greater precision in business requirement definition via mandated, documented collaboration and accountability between business owners and technology providers.

Experience with the SDM and associated processes is also generating a growing body of IT project management experience and knowledge among IT and business partners, reducing start-up time for new projects as familiarity with repeatable processes expand.

DOIT also has a new technology architecture and standards, and a coalition of agencies to help maintain, update, and refresh the standards every six months. These standards ensure one common infrastructure that enables agencies to share information across agency lines, and makes it more easily accessible to the State's residents and businesses.

As state e-government efforts advance, the importance of continued leadership, central governance and priority setting remains essential.

To fully support an e-government environment, we recommend:

1) Centralized IT staffing and functions;

2) A centralized funding source for e-government functions, as opposed to separate grants and bonding sources;
3) An executive branch governance committee to ensure the most critical applications for state residents and businesses are developed as priorities and funded through that central source.

We look forward to being a part of the conversation on how we can advance the State of Connecticut's e-government efforts, building on the progress made and using feedback collected from public stakeholders.

Thank you, and we look forward to any questions you might have at this time.